## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In the application of : HESSION, Patrick

McCORMACK, Tony

: HICKEY, James

Serial No. : 10/741,518

Filed : December 19, 2003

For : Methods Of Monitoring Communications Sessions In

**A Contact Centre** 

Examiner : Tieu, Benny Quoc

Art Unit : 2614

## **RESPONSE TO OFFICE ACTION OF JANUARY 4, 2007**

Honorable Director of Patents and Trademarks

PO Box 1450

Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of January 4, 2007, the Applicants make the following amendments and remarks: